



City of San Diego  
Department of Information Technology

# **Help Desk & Desktop Support Services RFP# 9530-09-A**



THE CITY OF  
SAN DIEGO  
♦  
CALIFORNIA

March 10<sup>th</sup>, 2010

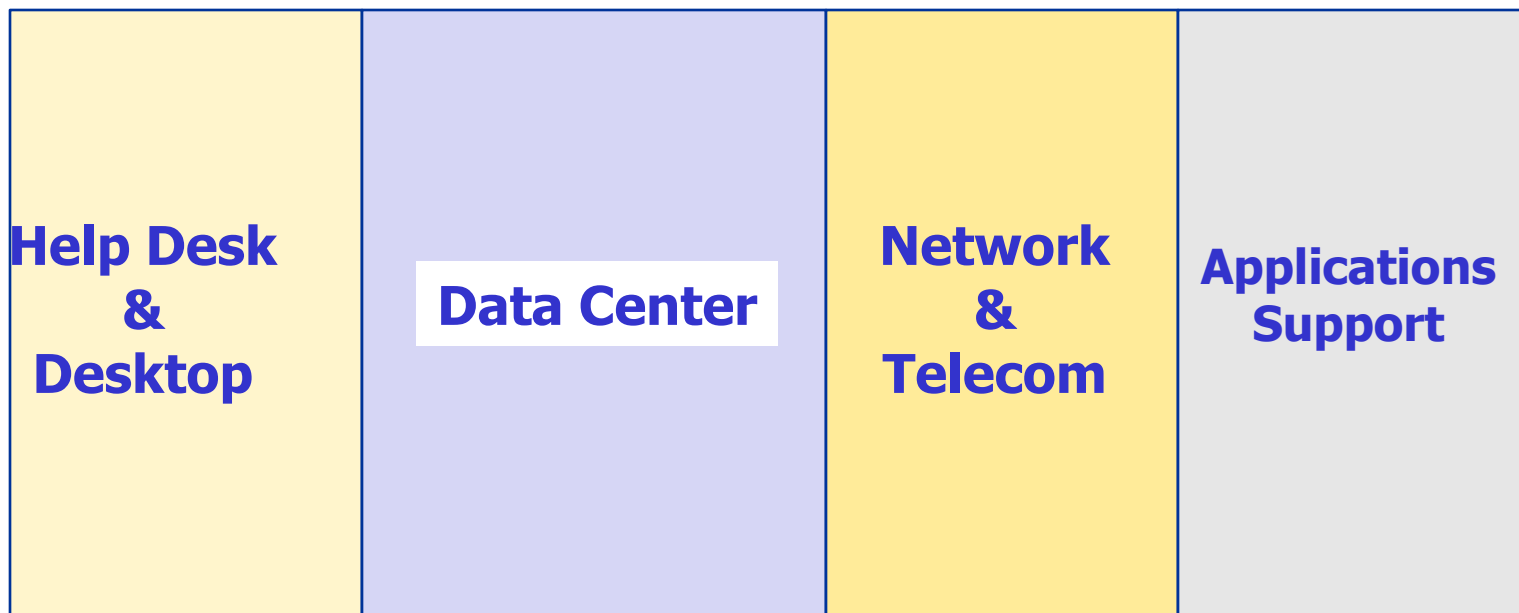


## Current Support

- Help Desk Support
  - Handle all inbound calls for user support
    - ✓ voice mail
    - ✓ phone support
    - ✓ password resets, desktop, data access
    - ✓ email problems
    - ✓ Application Support
      - Hand off applications support calls to appropriate City/DPC staff
  - Off-hours Help Desk
    - ✓ Password resets and emergency desktop support dispatch only
    - ✓ Support Hours 5:00PM-7:30AM
- Desktop Support
  - Provide Tier 1 hardware and/or software incident resolution that has been assigned by the Helpdesk
  - Perform hardware and/or software, installation and moves that has been requested via a Service Request
  - Method of resolution is onsite support



## Current Outsourced Services with SDDPC



**Size does not represent \$\$ expenditures...for illustration purposes only**



## Current Costs

### ● SDDPC budget for FY10 for Help Desk and Desktop Services is \$2.78M

- ✓ Source SDDPC Rev 8 workbook dated May 14<sup>th</sup>, 2009 for FY10

	Tier 1 Support Services**
Document Page Number	25
SDDPC Total FTE's	26.6
Cost Elements	
Salary	1,348,082
Benefit & Other Payroll	440,823
Total Personnel Costs	1,788,905
Non-Personnel Costs	
Hardware/Equipment	23,531
Software Procurement	10,125
Maintenance	214,337
Consulting/Contract Services	25,000
Depreciation Costs	5,730
Facility Costs	
Infrastructure Costs****	661,209
Other NPE Costs	54,627
Subtotal NPE	994,559
Total Costs for Service	<b>2,783,464</b>



## RFP issued by Purchasing and Contracting Dept

- RFP was based on current SLA's with SDDPC
  - 47,000 calls per year leading to 41,000 trouble tickets
    - ✓ Based on FY 2009 call volumes
  - Issued on Sept. 8<sup>th</sup>, 2009
- Responses Received for Evaluation
  - Attiva Soft
  - Centerbeam
  - Computer Technical Services
  - Dell – Onshore & Offshore Options
  - En Pointe
  - Intratek
  - Intelligroup
  - Milvets
  - SDDPC - Onshore & Off-shore Options



## City Customer Evaluation Team

- Alfred Bajet – Engineering and Capital Projects
- Susan Infantino – Fire-Rescue
- Jim Myers - Development Services
- Linda Schmidt – Public Utilities
- Brian Ruark – Library
- Kamal Scott – Information Technology
- Noel Gilchrist – Information Technology

**Team Represents 55% of City employees excluding SDPD**



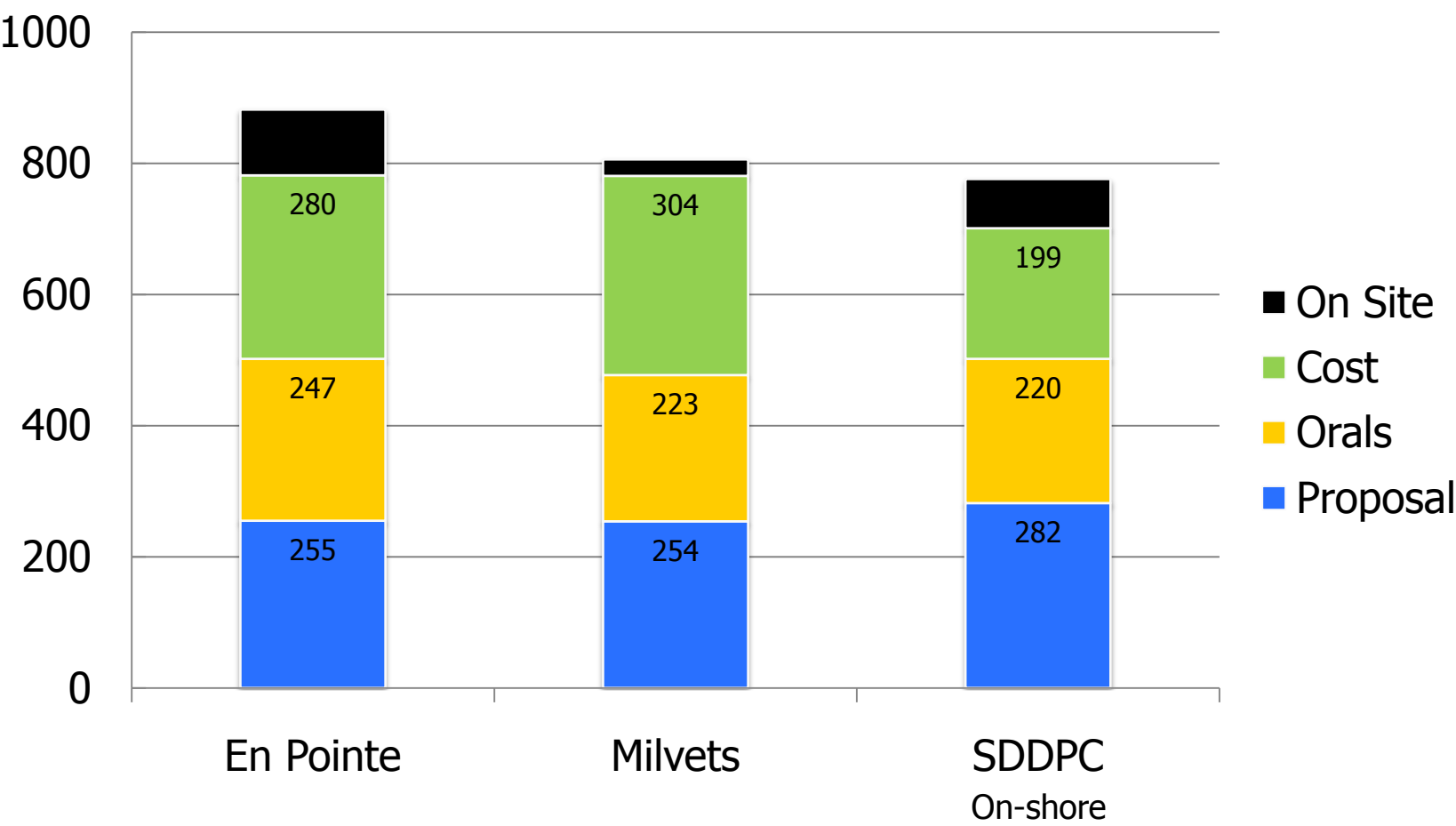


## Selection Criteria - Best Value

- Responsiveness to the request for proposal
  - Requested info included, thoroughness of response, proposed project approach, clarity of response
- Staffing Plan
  - Provision for required disciplines, participation of the Firm's key personnel, qualifications of personnel
- Firm's capability to provide the services and expertise and Past performance
  - Background, relevant experience, previous relationship of the firm and subcontractors on similar projects, specific experience on Municipal projects, other pertinent experience, resources, past/prior performance, capacity/capability to meet the City's needs
  - A site visit was added post-RFP issue for the short-listed vendors to ensure due diligence so that the City was able to verify capability and observe live call center operations. (Section M - RFP Evaluation Criteria)
- Equal Opportunity Contracting Program (EOCP)
- Cost



# Relative Assessment







## On-Site Assessment

- En Pointe
  - Demonstrated working Help Desk Call Center, QA Processes, observed multiple calls being handled, interviewed personnel supporting Customer Service & Q/A process and Help Desk Supervisors
- MilVets
  - Due to apparent security issues, were not able to observe and validate an operational Help Desk or interview staff; did meet potential supervisor; site visit included a view of potential space for call center; Could not validate capability



## On-Site Assessment

- SDDPC
  - Demonstrated working Help Desk Call Center, No QA Process observed; observed multiple calls being handled, interviewed personnel from Customer Service and Help Desk Supervisors



## SDDPC Proposals

- On-Shore Option
- Help Desk Support
  - 7AM – 7PM PST
    - ✓ San Diego, CA
    - ✓ Overflow to SARCOM in Ohio
  - 7PM-7AM PST
    - ✓ SARCOM in Ohio
- Desktop Support
  - ✓ San Diego, CA
- Off-Shore Option
- Help Desk Support
  - 24x7
    - ✓ SARCOM in Asia
- Desktop Support
  - ✓ San Diego, CA



## En Pointe Proposal

- Help Desk Support
  - 24x7
    - ✓ Gardena CA
- Desktop Support
  - Sub-contracted to Gray Systems
    - ✓ A local San Diego based minority owned business



## Milvets Proposal

- Help Desk Support

- 24x7

- ✓ San Diego, CA

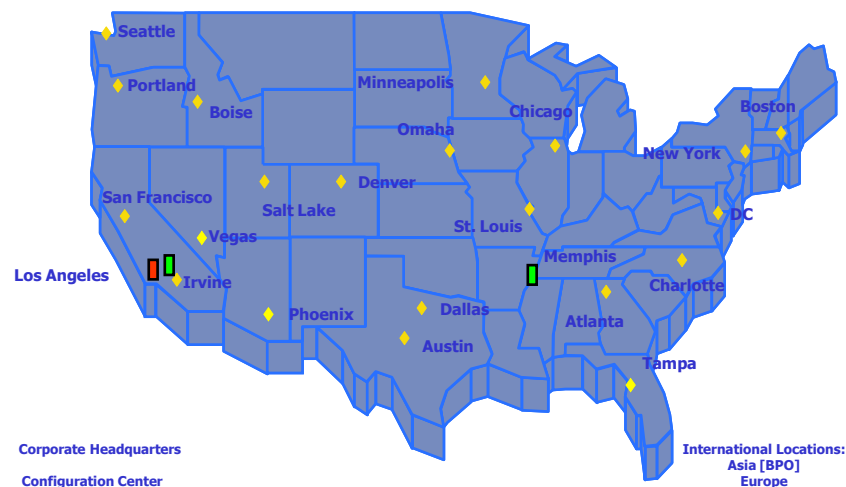
- Desktop Support

- ✓ San Diego, CA



## En Pointe Technologies Inc.

- Since Aug. '09 privately held US Corporation
  - Registered in Delaware
  - Headquartered in Gardena, CA
    - ✓ En Pointe Technologies, Inc.  
18701 S. Figueroa St.  
Gardena, CA 90248-4506  
CA Tel. 310-337-5200  
Fax 310-258-2301





# En Pointe Technologies Profile

Source : <http://www.answers.com/topic/en-pointe-technologies>

- **Type:** Private  
**On the web:** <http://www.enpointe.com>  
**Employees:** 168  
**Employee growth:** (69.7%)
- En Pointe Technologies makes sure product procurement stays on point. The company provides hardware and software fulfillment and support services. Its online AccessPointe catalog features products from hundreds of providers, including Cisco Systems, Dell, Hewlett-Packard, IBM, and Lenovo. En Pointe's hardware-related services include asset tagging, configuration, imaging, inventory management, deployment, and packing. It also provides software consulting and license compliance monitoring, as well as deployment and help desk services.
- Key numbers for fiscal year ending September, 2008:  
**Sales:** \$300.5M  
**One year growth:** (13.4%)  
**Net income:** \$3.6M  
**Income growth:** 123.1%



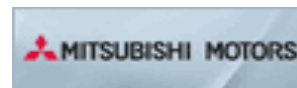


## En Pointe's Customers

VIACOM



CHARLES R. DREW UNIVERSITY  
OF MEDICINE AND SCIENCE



BYU  
BRIGHAM YOUNG  
UNIVERSITY





## **Gray Systems' Customers (Current & Past)**

- US Postal Service
  - San Diego, Los Angeles, Oakland
- US Naval Medical Center, San Diego
- EPA, Seattle, Washington
- SEDC



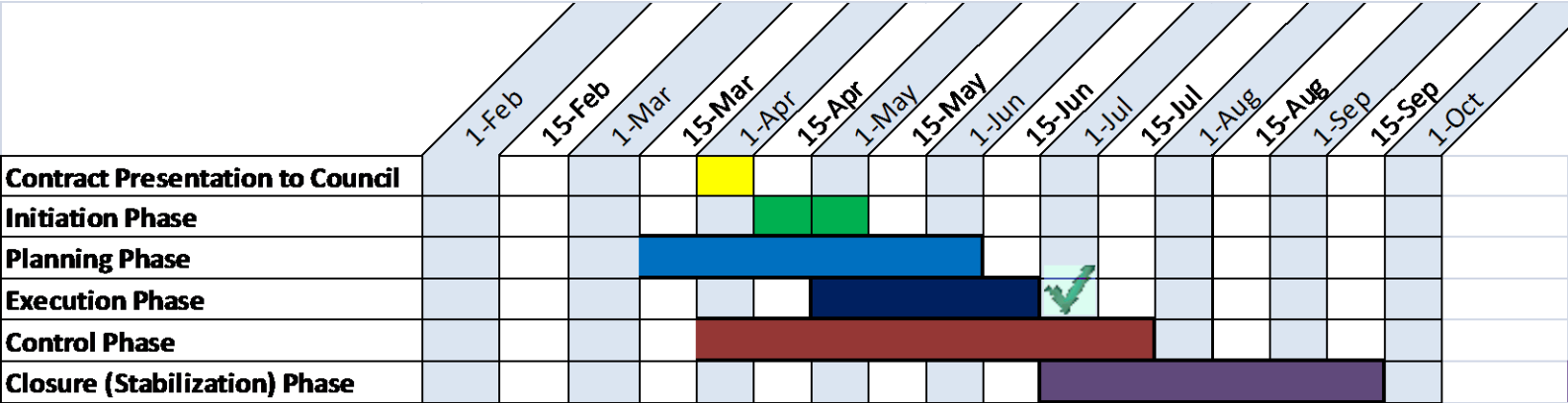
## En Pointe Cost Comparisons

- Option A – Offshore component for off-hours calls
  - \$1.19M for FY11 (5 Year Total : \$6.02M)
    - ✓ Includes 4200 incidents tickets/month include 20% increase in volumes
      - \$20 per incident ticket over 4200 calls a month
      - Includes transition costs and Public Safety (excluding PD)
    - ✓ Help Desk in Gardena, CA
      - After hours calls routed off-shore
    - ✓ No COLA in years 2 and 3 with COLA in years 4 & 5
- Option B – No offshore component
  - \$1.23M for FY11 (5 Year Total: \$6.40M)
    - ✓ Based on 4500 incident tickets/month
      - On-shore support after hours, Public Safety (excluding PD) and Transition included in this price
      - \$18 per incident ticket over 4500/month
    - ✓ Review after 6 months
    - ✓ En Pointe to add back COLA in years 2 and 3





# Key Milestones



Phase	Start	End
Contract	5-Apr	5-Apr
Initiation	15-Apr	15-May
Planning	15-Mar	1-Jun
Execution	20-May	1-Jul
Go Live	1-Jul	
Stabilization	1-Jul	30-Sep



## Conclusion

- Currently utilizing SDDPC at \$2.78M/year
- En Pointe selected by cross-city team that represents approx. 55% of City employees excluding SDPD
- Selection based on best value
- Savings to the City \$1.5M annually based on FY10 costs